



February 2, 2015

Elizabeth Lincoln, Director  
Minnesota Legislative Reference Library  
645 State Office Building  
100 Rev. Dr. Martin Luther King Jr. Blvd.  
Saint Paul, MN 55155-1050

Dear Director Lincoln:

The Minnesota Department of Human Rights (MDHR) submits its semi-annual report to the Legislature summarizing investigation results and the resolution of complaints filed with the Department for the last six months (July-December) of 2014.

**Summary:**

MDHR continues to improve its investigation efficiency by closing more cases, reducing its inventory of cases, reducing the number of cases over one year old, and reducing the average time to reach a determination by 51 days. The Department also settled twice as many cases during the reporting period through its conciliation efforts.

In December, the Department received a Governor's Continuous Improvement Award for its sustained continuous improvement in closing cases. The Department closed 891 cases this past year and closed 790 cases in 2013 after implementing new protocols.

For the fourth consecutive reporting period, the Department closed more cases than it opened. During the last six months, the Department closed 433 cases which is 144 more cases than were opened. As a result of the Department's effort in this area, the Department's inventory has dropped from 842 cases at the end of 2012 to 436 cases at the end of 2014.

MDHR reduced the cases older than one year by 64% during the reporting period. MDHR now only has 31 cases older than one year after beginning the month of July with 85 cases. The work of the Department in eliminating its inventory of old cases has been dramatic. As of June 2012 the Department had 228 cases older than one year, this is an 86% reduction.

The Department's average time to reach a determination during the period was 327 days. This is a decrease of 60 days from the end of 2013.

During the reporting period, the Department doubled the number of cases conciliated over the prior 6 month period. The Department settled 39 cases for a total of \$454,375 in damages. In 2014, the Department conciliated a total of 55 cases for \$631,450 in damages.

AN EQUAL OPPORTUNITY EMPLOYER

**Case Inventory:**

- MDHR closed 433 cases and filed 289 charges
- As of December 31, 2014, the average case load for an investigator was 34 cases
- 436 cases pending determination as of December 31, 2014; a 21% decrease or reduction of 113 cases from prior reporting period
- 92% of cases filed in the last six months are open; 93% of cases are less than a year. The Department reduced its inventory of cases older than a year by 64% from the last report.
  - 155 cases less than 90 days old, 128 cases between 91-180 days old, 79 cases between 181-270 days old, 43 cases between 271-365 days old, and 31 cases over 365 days old.

**Closures & Determinations:**

- 19.86% resulted in a favorable outcome or were withdrawn by the charging party.
- 43 cases resulted in a probable cause determination (9.93%), 20 cases were resolved prior to a formal determination (4.62%), 18 cases were withdrawn by the charging party (4.16%), and in 5 cases the Department reached settlement prior to investigation (1.15%).
- 80.14% of determinations resulted in a favorable outcome for the respondent. The Department closed 334 cases (77.14%) with a no probable cause determination and 13 cases (3%) were dismissed by the Department.
- The average time to reach a determination decreased 51 days from the prior reporting period to 327 days.
  - Average time to reach a probable cause determination was 407 days, an increase of 48 days from the last reporting period.
  - Average time to reach a no probable cause determination was 311 days, a decrease of 65 days from the last reporting period.
  - Average time to dismiss a case was 219 days, an increase of 106 days from the last reporting period.

**Alternative Dispute Resolution:**

- The Department pursued mediation in 46 (15.92%) of the 289 charges filed this reporting period; the parties agreed to mediate in 21 cases (7.27%).
- MDHR successfully scheduled 15 mediations in which 5 cases reached settlement. The average time for a mediation to reach settlement was 147 days.
- 21 charges are currently in some phase of the mediation process.

**Trends:**

- Employment charges continue to constitute the largest number of charges filed with the Department. 261 employment related charges were filed during the reporting period which constitutes 60.7% of all charges filed. Disability (28%), sex (23%) and race (22%) are the most common employment charges.
  - Disability discrimination was the most common charge of employment discrimination filed with the Department during the last reporting period.
- The most common basis of discrimination, without regard to subject area, is disability (32%), race (22%), sex (22%), age (11%) and national origin (5%).

AN EQUAL OPPORTUNITY EMPLOYER

Minnesota Department of Human Rights

Freeman Building • 625 Robert Street North • Saint Paul MN 55155

Tel: 651.539.1100 • MN Relay 711 or 1.800.627.3529 • Toll Free 1.800.657.3704 • Fax: 651.296.9042 • [mn.gov/mdhr](http://mn.gov/mdhr)

The work of MDHR's staff over the last few years has resulted in the Department substantially reducing its case inventory, reducing its inventory of older cases and reducing the average length of time to reach a determination. The Department, during the past reporting period, was also effective in its conciliation efforts as it settled twice as many cases than the prior six months.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin M. Lindsey". The signature is fluid and cursive, with a large initial "K" and a stylized "L" at the end.

Kevin M. Lindsey  
Commissioner

Enclosure: Case Distribution Report

cc: Senator Ron Latz  
Senator Warren Limmer  
Representative Sarah Anderson  
Representative Sheldon Johnson  
Luke Kuhl, Office of Governor Mark Dayton

AN EQUAL OPPORTUNITY EMPLOYER

Minnesota Department of Human Rights  
BASIS - AREA - FILING  
File Date Range: July 1, 2014 to December 31, 2014  
Total Charges Filed for Date Range: 289

AREA	BASIS											TOTAL	Percentage
	Age	Creed	Disability	Familial Status	Marital Status	National Origin	Public Assistance Status	Race	Religion	Sex	Sexual Orientation		
Aiding, Abetting, or Obstructing (Employment)	3		1							3		7	1.6%
Business/Contract			1					1		1		3	0.7%
Education			5					2		1		8	1.9%
Employment - Employer	37	1	74	3	3	11	1	57	8	59	7	261	60.7%
Employment - Employment Agency			1					1				2	0.5%
Housing/Real Property			6			3	3	4				16	3.7%
Public Accommodations			13			5		10	1		1	30	7.0%
Public Services			15			2		5	1			23	5.3%
Reprisal (Education)			1					1		1		3	0.7%
Reprisal (Employment)	6		17	2		2		14	1	31	1	74	17.2%
Reprisal (Housing/Real Property)			1					1				2	0.5%
Reprisal (Public Accommodations)			1									1	0.2%
Percentage	11%	0%	32%	1%	1%	5%	1%	22%	3%	22%	2%		

Note: Because there can be more than one Area and/or Basis per charge filed, counts of Area and Basis combinations will not reconcile with number of charges filed.